# Zero Tolerance Policy

## For Late Rent Payments

### Rental Arrears Management Agreement

The residential tenancy agreement states:

*"it is a term of every residential tenancy agreement that the tenant shall pay the rent on time".*

1. Under the residential tenancy agreement, the tenant/s agree to pay rent on or before the day it falls due. This is a fundamental term of your lease.

2. Rent arrears are viewed as a serious breach of your lease. Should your rent fall into arrears the following policy for late rent will be followed by your tenancy manager:

- 2 days late – we will send you a letter or SMS
- 5 days late – we will send you a letter or phone call or SMS
- 10 days late – we will send you a letter or SMS or personal visit
- 15 days late in rent - termination notice issued
- If a tenant is still behind after a termination notice has been issued, an application will be made to NSW Civil & Administrative Tribunal (NCAT). Tenant details may also be lodged on a national tenancy database which will affect future renting.

3. Your individual situation will be taken into consideration wherever possible, however whilst the breach exists the arrears policy will be enforced.

4. If you do experience difficulty in meeting your rental obligations at any time, we encourage you to contact your tenancy manager to discuss.

I/We have read and understood the terms and conditions of Fitzpatricks' zero tolerance to late rent policy.

Tenant/s signature: _____ Date: _____

Landlord signature: _____ Date: _____